Frequently Asked Questions

TV On Your Terms

Life's busy. Life's demanding. And, interestingly, life doesn't typically conform to the schedules determined by television programmers. Traditionally, this has meant having to miss favorite programs when time hasn't allowed you to be at home in front of the TV.

Fortunately, there's Mediacom Digital Video Recording (DVR). With DVR, you can record hours of programming and watch whenever your schedule allows. Plus, DVR gives you the power to pause and rewind what you're watching. You can even pause live programming.

DVR gives you the power to control what and when you watch – all from your remote.

What can I do with DVR?

DVR provides you with the ability to record your favorite programs all season long, in addition to allowing you to pause and rewind live TV. You can even set **REMINDERS** so you don't miss shows you want to watch.

How easy is it to use?

Using your DVR is easy. When you want to record a program, select the **RECORD** button. When you want to pause TV, select the **PAUSE** button.

How many hours of TV can I record?*

Recording capacity depends on the video format that is being used. For digital programs, you have approximately 80 hours of storage space, and with high-definition you have approximately 25 hours.

How long can I keep my recordings?

You can keep your favorite programs as long as you want. But remember, recording space is limited, so you may need to delete programs on occasion to make room for more.

What are the advantages to having a dual-tuner DVR?

With a dual-tuner, you can watch one program while recording another. You can even record two of your favorite programs at the same time.

What equipment do I need to get started?

You will need an HDTV/DVR converter box and a remote. It is virtually the same size as a DVD player and can be conveniently placed on top or near your TV.

Can I record On Demand and Pay-Per-View programs?

On Demand content cannot be recorded with your DVR. You may record Pay-Per-View programs like any other program.

How long can I pause live TV?

You can pause up to two hours of standard TV programming; less with HD programming.

Can I watch a program while I'm recording another?

You can watch a previously recorded program while you are recording a live program by accessing the DVR menu. However, if you change channels, a screen will appear asking you to confirm this channel change and stop the recording.

Can I program my DVR to record every episode of a specific show?

Your DVR will allow you to schedule recordings based on a program airtime and channel. You can also set a repeat recording, such as every day or once a week.

Can I receive and record programs in high-definition with my DVR?

Yes! As long as you have the DVR connected to a high-definition television (HDTV), you can watch HDTV programming as well as record it on your DVR.

On occasion, a recording starts a minute or two after the program has begun. Why?

The DVR timer is synchronized with the program guide. If a broadcaster starts the program a minute earlier than the program guide's scheduled time, the DVR will miss that first minute. You can program the DVR to start early by adjusting your Recording Options.

How will I know when I'm almost out of recording space?

A message will appear on-screen advising you when recording space is low (80% full) or full. Note that if you are recording a program and run out of recording space, the recording will stop. You can always see how much recording space is available from My Recordings. You can also manually delete recordings and set your DVR to automatically delete recorded programs when space is needed.

* Recording capacity varies.

1 Manually Schedule a Recording

Step 1: From the **Main Menu** or **Quick Menu**, select **DVR**.
Step 2: Select **Set a Recording**.
Step 3: Enter the start and end time for the recording, enter the day to record and **select ✓ to confirm**.
Step 4: Select the channel you want to record and you're set to go.

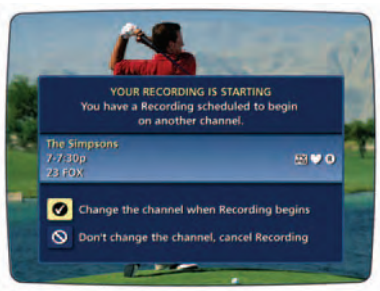
Mediacom
7:03pm
Men in Black
7:9:05p
50 HBO
Tommy Lee Jones, Will Smith, (1997), ★★★, In present-day America, Tommy Lee Jones plays Agent K, a member of an organization that has been keeping track of extra-terrestrial aliens on Earth for over 40 years. When K finds himself in need of a new partner, a brash NYPD detective, James Edwards (Will Smith) fills the position, becoming Agent...
Set or cancel a Recording

2 One-Touch Record

Press **RECORD** ● on your remote at any time while watching TV or while navigating through the guide. Recording begins immediately at the point you press **RECORD** ● for programs currently airing. You can automatically schedule recordings for programs starting at a later time or date by pressing **RECORD** ● while in the listings. Recording will start at the program's scheduled start time.

3 Recording Starting Notice

Before a scheduled recording begins, a notice will appear on screen giving you the opportunity to confirm or cancel the scheduled recording. The DVR will automatically tune to the channel and begin recording at the time you schedule it to start. Live TV programming that has been temporarily recorded will be erased once the scheduled recording starts.


YOUR RECORDING IS STARTING
You have a Recording scheduled to begin on another channel.
The Simpsons
7:7:30p
23 FOX
Change the channel when Recording begins
Don't change the channel, cancel Recording

Guide Tip Changing the channel during a recording will stop the recording. You will see a notice confirming whether you want to stop the recording and change channels or continue recording.

4 Record Two Programs at Once‡

While Watching a Show:

- Press **RECORD** to record the program you are watching.
- Press **SWAP** to switch to the other tuner and find the second program you want to record.
- Press **RECORD** when you locate the second program you want to record.

Mediacom
7:03pm
Men in Black
7:9:05p
50 HBO
Tommy Lee Jones, Will Smith, (1997), ★★★, In present-day America, Tommy Lee Jones plays Agent K, a member of an organization that has been keeping track of extra-terrestrial aliens on Earth for over 40 years. When K finds himself in need of a new partner, a brash NYPD detective, James Edwards (Will Smith) fills the position, becoming Agent...
Set or Cancel a Recording

From the Guide:

- Highlight a program you want to record from any listings screen.
- Press **RECORD** to set up the first recording
- Highlight the second program.
- Press **RECORD** to set up the second recording.

5 Record a Series‡

Your DVR lets you record multiple episodes of a program according to your preferences. You can set the DVR to record only new (first run) episodes, first run episodes and repeats or all episodes.

When you set a recording from a **Series Program Information** screen, you'll have an additional icon on the preceding **Recordings Overlay**. Choose this **Create a Series Recording** icon to specify your **Series Recording Options**.

- Select the episode type to record, such as **First Run Only**, **First Run and Repeats** or **All Episodes**.
- Specify how many recordings to save.
- Specify how long to save the recording – until you erase it or until space is needed.
- To access advanced series setup features, like **add minutes to the start and end times**, and specify which channels to record, select the **Recording Options** icon to review all options.

Your series recordings will appear in the **My Recordings** list with the show titles as their labels. Multiple recordings of the same show will have the same label and will be listed beginning with the most recent recordings first as default. To change your view, use the ◀ ▶ buttons on your remote to **View By Date**, **View By Channel** or **View By Title**.

You may also modify the priority assigned to a series using the **Series Priority List**.

‡ Features may vary by digital set top equipment type. Remote control functions and menu selections vary by area. Recording capacity varies by video source. Not all remote controls are equipped with Instant Replay, SWAP and LIVE buttons.

6 Modifying Recording Options

Your DVR gives you flexibility to manage your personal video library. You can change your **Recording Options** at any time, as often as you like. From the **Main Menu**, select **DVR**; then select **Future Recordings** to see a list of your scheduled recordings. Highlight a program title and press **OK** or **INFO**.

Select the ● from the program information screen. Select 🔧 to change the **Recording Options**, or select ✕ to delete this program from your list of **Future Recordings**.

Mediacom
7:03pm
SpongeBob SquarePants
30 NICK
12 episodes scheduled to be Recorded
Episode types to Record: First Run Only
Save no more than: 2 Episodes
Save Recordings until: Space is Needed
Channels to Record: This channel only
Start Recording: On Time
End Recording: On Time
Modify Series options

Use the ◀ ▶ ▲ ▼ buttons on your remote to change **Recording Options**:

- Change the frequency of the recording, such as every day or once a week.
- Specify how many recordings to save.
- Set a **Save Until** parameter, either until you delete or automatically when space is needed.
- Change the start and end times in order to catch every minute of a program, even if it runs over.

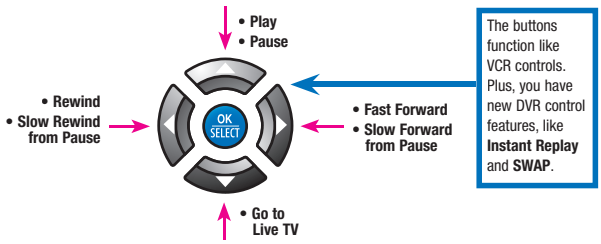
Delete Programs

From the program information screen, select ✕ to delete the recording, or select ! to modify the Delete Priority. For example, you can tell the guide to delete the recording when space is needed.

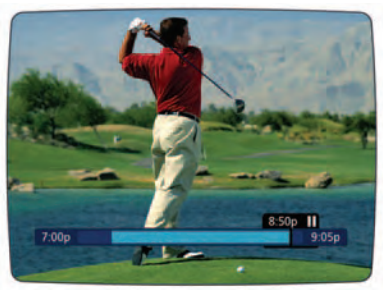
Basic Operations, Continued

7 Playback Controls

You can play back your video recordings using the video control buttons.


• Play
• Pause
• Rewind
• Slow Rewind from Pause
OK SELECT
• Fast Forward
• Slow Forward from Pause
• Go to Live TV
The buttons function like VCR controls. Plus, you have new DVR control features, like **Instant Replay** and **SWAP**.

As you watch live TV and recorded programs, press **PAUSE** and the video on your TV screen instantly freezes.
No more missing the climactic scene of a movie or the winning play of the game!
For programs you are watching live, your DVR will remain in pause for up to 90 minutes.*
Press **PLAY** to resume normal play of the program.



8 Playback Controls with Status Bar

Status Bar

The Status Bar appears whenever you pause, rewind or fast forward a live program. It also gives you information such as the title of the program you are watching, the source of the program and duration of time. The yellow position bar indicates where you are in the program. Green indicates the length of the program you are watching. White indicates the length of other programs available in the buffer. Red indicates that you are watching a recording in progress.

Pause

As you watch live TV and recorded programs, press **PAUSE** and the video on your TV screen instantly freezes. No more missing the climactic scene of a movie or the winning play of the game! For programs you are watching live, your DVR will remain in pause for up to 90 minutes. Press **PLAY** to resume normal play of the program.

Rewind

Want to review a portion of your live show? It's a snap with DVR. Press **REWIND**. Press it again up to 4 times to increase the rewind speed. **REW**, **REW2**, **REW3** and **REW4** will appear on screen. **REW** is the slowest setting and **REW4** is the fastest. Press **REWIND** a fifth time or press **PLAY** to resume normal play.

Fast Forward

For programs you are watching live, **FAST FORWARD** can be activated if you have paused or rewound the program. Press **FAST FORWARD** to move forward in the program. Press it up to 4 times to increase the fast forward speed. **FF**, **FF2**, **FF3** and **FF4** will appear on screen. **FF** is the slowest setting and **FF4** is the fastest.

NOTE: You can only fast forward up to the point of live broadcast.

9 Playback Controls

Slow Motion

Ever wonder what the referees are looking at when they review a controversial play? Your DVR is equipped with slow-forward and slow-rewind functions to give you crisp and clear slow motion images.

- To activate slow-forward, press **PAUSE** and then **FAST FORWARD**.
- To use slow-rewind, press **PAUSE** and then **REWIND**.
- To return to regular speed, press **PLAY**.

Instant Replay

With Instant Replay,* you can go back to see the last play of the game or replay the last scene of your movie. Just press **PAGE** ◀ or **REPLAY** on your remote to replay the last 15 seconds.

Press **PAGE** ◀ or **REPLAY** repeatedly to continue skipping back in 15-second increments.

Return to Live TV

Anytime you pause or rewind a live program, the show continues to be broadcast in real time. To return to live programming, press ▲ or **LIVE TV**.*

Swap

Because your DVR has two tuners, it can buffer (temporarily record) two different programs at the same time. While recording two programs, you can watch and control either program up to the point of live TV by using the **SWAP** button on your remote.

The **SWAP** button allows you to toggle between two live programs while retaining control of both.

- Press **SWAP**.
- Select an alternative program by changing the channel.
- Press **SWAP** again to toggle between the two.

NOTE: The **SWAP** button is the key to keeping the buffer for both programs. If you change channels without using **SWAP**, you will lose the buffer.

* Some remotes are equipped with **Instant Replay** and **LIVE** buttons.

10 View Programs Stored in Your Personal Library

Step 1: From the **DVR Menu**, select **My Recordings**. Use the ▲ ▼ buttons on your remote to search through and highlight titles from your list of recorded programs. Press OK to select the program.

Step 2: From the **Information Screen**, select ▶ to resume play from where you left off or select ⏮ to restart from the beginning.

Guide Symbols to Know: DVR Action Icons

- Go back to the previous screen
- Play the recording
- Start the recording from the beginning
- Delete the program from **My Recordings**
- Change the **Delete Priority Rule**
- Place a **Lock** on the program to restrict viewing

Note: Some remotes are equipped with **Instant Replay**, **SWAP** and **LIVE** buttons.

* Recording capacity varies.
† Service may not be available in all areas.
‡ Features may vary by digital set top equipment type. Remote control functions and menu selections vary by area. Recording capacity varies by video source. Not all remote controls are equipped with Instant Replay, SWAP and LIVE buttons. HDTV programming not available in all areas.

DVR